



## ***TRIMSTONE MANOR COUNTRY HOUSE HOTEL***

Trimstone, Nr Woolacombe, North Devon EX34 8NR - 01271 862841 - [www.trimstone.co.uk](http://www.trimstone.co.uk)

### **HOTEL TERMS & CONDITIONS OF BOOKING**

We aim to ensure you enjoy a very happy and comfortable time with us. We have listed a few things for your benefit. We hope you will find your accommodation clean and in good order. Whilst we cannot guarantee the weather, when wet there are many local attractions to while away the time and entertain. Our best endorsement will be your desire to return or to recommend us to others and we should be very happy to help you in this respect.

#### **Terms of Business:-**

All terms are at the Hotel's discretion.

- Visitors undertake to leave the accommodation in a tidy condition, as found.
- Visitors are responsible for any missing items, breakages or damage and must inform us before departure.
- The Hotel is entitled to compensation for damage or missing items discovered after guests have departed.
- All reservations are held for seven days pending receipt of the deposit (or debit/credit card instruction).
- In the event of cancellation, deposits are non-refundable. If cancellations arise upto six weeks prior to arrival, whilst we shall try to re-let your room(s), should this be impossible then two-thirds of the B&B accommodation cost is due. Cancellations upto fourteen days before arrival or during your stay are subject to the full charge. As relevant, acceptance of these terms authorises such debit from any credit or debit card used for the reservation.
- Whilst staying with us, should you decide to leave before your confirmed departure date, there can be no automatic deduction for contractual days or meals not taken.
- Should a premium charge card (eg Amex/Company cards) be used or a refund arise to your card from cancellation by your choice then the card processor's charges can be debited from you.
- If dinner reservations have been made in our Tyme Restaurant securing preferential advance terms, then a £10 per person per night cancellation charge applies.
- Visitors are responsible for their own cancellation insurance. If this does concern you, please make provision.
- We cannot be held responsible for loss or damage to any belongings or for injury sustained by any guest.
- Please do not consume alcohol on the premises which has not been purchased from us as this can contravene our licence! We are happy to discuss corkage charges as necessary, in advance.
- In the few special rooms allocated, pets are not to be left unattended and are not allowed on furniture please.
- Smoking is not allowed in the Hotel or bedrooms. If abused, additional charges are likely to apply for extra cleaning and air freshening. Any cigarette ends must be disposed of safely please.
- External telephone lines are available by dialling '9'. The cost is £1 per minute nationally, £2 to ordinary premium and overseas' numbers and at cost for any others.

If for reasons beyond our control we cannot make accommodation available then deposits will be returned. We shall do what we can to make alternative arrangements for you. However, no further liability can be accepted. Should you have any health, dietary or other special conditions which may affect the enjoyment of your holiday then please make these clear when making your reservation, to ensure we are fully aware.

Please note that unlike many places, we don't charge for the facilities including Wifi, indoor heated pool (in season!), games room, tennis court, Pool and gym though the Table Football and Sauna are coin-operated.

**Arrival/Departure Times** - Your accommodation is available from 3pm. Please advise your expected arrival time. Special arrangements are possible. Checking-out is from 10.30am but you can make earlier plans the night before.

Whilst we trust that everything will be to your satisfaction, if you are not happy about either the service you receive or your accommodation, you must let us know as soon as possible. We shall try to rectify any unacceptable situation. If you have any thoughts about improving anything and to make future stays more enjoyable, please mention them. If you'd like a brochure for a friend or family member, please pass their details to us. All that otherwise remains is to wish you a very happy break in North Devon! Remember, if you have any problems please raise them!